



Internet Access

Question 76: Do you access the Internet? Do you access it from your home, work, the library, or elsewhere?

2001 DEMOGRAPHIC VARIANCES																			
	<i>OCT. 1999 SAMPLE (N = 1509)</i>	<i>JULY 2001 SAMPLE (N = 1352)</i>	GENDER		AGE				ETHNICITY		ANNUAL HOUSEHOLD INCOME					LENGTH OF ABQ. RESIDENCY			
			<u>MALE</u>	<u>FEMALE</u>	<u>18 TO 34 YEARS</u>	<u>35 TO 49 YEARS</u>	<u>50 TO 64 YEARS</u>	<u>65 YEARS AND OVER</u>	<u>HISPANIC</u>	<u>ANGLO</u>	<u>LESS THAN \$20,000</u>	<u>\$20,000 TO \$35,000</u>	<u>\$35,000 TO \$50,000</u>	<u>\$50,000 TO \$75,000</u>	<u>\$75,000 OR MORE</u>	<u>5 YEARS OR LESS</u>	<u>6 TO 9 YEARS</u>	<u>10 TO 19 YEARS</u>	<u>20 YEARS OR MORE</u>
Home	44%	50%	55%	46%	54%	59%	50%	29%	34%	61%	21%	45%	56%	71%	85%	60%	56%	57%	44%
Work	29%	28%	32%	25%	35%	38%	26%	3%	24%	30%	13%	28%	36%	37%	51%	32%	28%	36%	24%
Library	5%	3%	3%	3%	4%	3%	2%	2%	2%	4%	4%	3%	3%	1%	5%	4%	5%	5%	2%
Elsewhere	8%	3%	4%	2%	5%	3%	2%	4%	3%	3%	3%	3%	3%	2%	2%	4%	5%	3%	3%
Do not access Internet	39%	43%	39%	45%	31%	32%	45%	74%	57%	33%	71%	44%	33%	22%	10%	32%	35%	34%	50%
Won't say	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	2%	-	1%	1%	*	*	-	1%	1%

2001 DEMOGRAPHIC VARIANCES																
	<i>OCT. 1999 SAMPLE (N = 1509)</i>	<i>JULY 2001 SAMPLE (N = 1352)</i>	EDUCATION					COMMUNITY PLANNING AREA								
			<u>SOME H.S. OR LESS</u>	<u>H.S. GRAD.</u>	<u>SOME COLL/ ASSOC.</u>	<u>COLL. GRAD.</u>	<u>GRAD. WORK OR DEGREE</u>	<u>CENTRAL ABQ</u>	<u>WEST- SIDE</u>	<u>FOOT- HILLS</u>	<u>MID- HEIGHTS</u>	<u>EAST GATEWAY</u>	<u>NEAR HEIGHTS</u>	<u>NORTH ABQ</u>	<u>NORTH VALLEY</u>	<u>SW MESA/ SOUTH VALLEY</u>
Home	44%	50%	21%	31%	57%	72%	75%	25%	60%	71%	50%	47%	48%	67%	34%	35%
Work	29%	28%	19%	11%	30%	40%	51%	17%	34%	29%	28%	25%	29%	36%	23%	27%
Library	5%	3%	5%	1%	3%	3%	6%	5%	*	4%	4%	1%	6%	2%	2%	2%
Elsewhere	8%	3%	14%	*	2%	2%	1%	2%	2%	5%	3%	2%	4%	3%	4%	4%
Do not access Internet	39%	43%	76%	64%	34%	19%	17%	69%	34%	27%	40%	45%	45%	27%	59%	56%
Won't say	1%	1%	2%	*	*	*	*	2%	1%	*	-	1%	-	2%	2%	-

* Less than 1% reported.

The majority of residents (56%) have access to the Internet. Half of the residents have access at home, 28% access the Internet at work, 3% go to the library and 3% access the Internet from other places.

Residents who are more apt to have Internet access include:

- Anglos (66%) as compared to Hispanics (42%);
- those whose household income exceeds \$75,000 (90%);
- residents under the age of 50 (68%); and
- those who have at least a four-year college degree (82%).

Likelihood of Using a Secured City Internet Site to Pay City Bills/Fees

AMONG THOSE WHO HAVE INTERNET ACCESS

Question 77: Please rate the likelihood that you would use a secured city Internet site to pay your city bills and fees if this were an option. Would you say you are very likely, somewhat likely, or not likely at all in such a service?

	<i>JULY 2001 RESPONSES (N = 770)</i>	GENDER		AGE				ETHNICITY		ANNUAL HOUSEHOLD INCOME					LENGTH OF ABQ. RESIDENCY			
		<i>MALE</i>	<i>FEMALE</i>	<i>18 TO 34 YEARS</i>	<i>35 TO 49 YEARS</i>	<i>50 TO 64 YEARS</i>	<i>65 YEARS AND OVER</i>	<i>HISPANIC</i>	<i>ANGLO</i>	<i>LESS THAN \$20,000</i>	<i>\$20,000 TO \$35,000</i>	<i>\$35,000 TO \$50,000</i>	<i>\$50,000 TO \$75,000</i>	<i>\$75,000 OR MORE</i>	<i>5 YEARS OR LESS</i>	<i>6 TO 9 YEARS</i>	<i>10 TO 19 YEARS</i>	<i>20 YEARS OR MORE</i>
Very likely	25%	26%	23%	35%	25%	19%	7%	27%	24%	23%	30%	27%	28%	27%	32%	30%	22%	23%
Somewhat likely	26%	29%	23%	24%	29%	26%	18%	21%	28%	17%	21%	31%	24%	33%	31%	22%	28%	23%
Not likely at all	47%	44%	51%	39%	45%	53%	70%	50%	45%	59%	48%	39%	46%	40%	35%	46%	49%	52%
Don't know/won't say	2%	1%	3%	2%	1%	2%	5%	2%	2%	-	1%	3%	2%	-	2%	2%	1%	2%

	JULY 2001 R ESPONSES (N = 770)	EDUCATION					COMMUNITY PLANNING AREA									
		SOME		SOME		GRAD.									SW MESA/	
		H.S.	H.S.	COLL/	COLL	WORK OR	CENTRAL	WEST-	FOOT-	MID-	EAST	NEAR	NORTH	NORTH	SOUTH	
		OR LESS	GRAD.	ASSOC.	GRAD.	DEGREE	ABQ	SIDE	HILLS	HEIGHTS	GATEWAY	HEIGHTS	ABQ	VALLEY	VALLEY	
Very likely	25%	20%	25%	28%	22%	23%	29%	20%	31%	22%	18%	34%	21%	15%	34%	
Somewhat likely	26%	5%	20%	22%	33%	36%	27%	32%	25%	18%	29%	21%	41%	36%	18%	
Not likely at all	47%	72%	54%	48%	43%	38%	44%	46%	41%	57%	52%	45%	38%	49%	43%	
Don't know/won't say	2%	3%	2%	2%	2%	3%	-	2%	2%	4%	1%	-	-	-	5%	

Approximately half of area residents who access the Internet say they are either *somewhat likely* (26%) or *very likely* (25%) to use a secured city Internet site to pay their city bills and fees. This represents 28% of all city residents. Residents who are most apt to be *very likely* to use the Internet to pay their city bills include:

- those under the age of 35 (35%); and
- residents of the Near Heights (34%), Southwest Mesa/South Valley (34%) and Foothills (31%).

Reasons Underlying Likelihood of Paying City Bills/Fees Via a Secured City Internet Site

AMONG THOSE WHO HAVE INTERNET ACCESS

(UNAIDED RESPONSES)

Question 78: Please tell me why you rated your likelihood this way.

	JULY 2001 RESPONSES (N = 770)		JULY 2001 RESPONSES (N = 770)		JULY 2001 RESPONSES (N = 770)
Convenience/fast	36%	Don't pay city bills	1%	Like having cancelled check as receipt	*
Not secure/unsafe	31%	Do it with other bills	1%	City messes things up	*
Secure/safe	7%	Work doesn't allow it	*	Already have pre-authorized checking	*
Don't use Internet a lot/inexperienced	7%	No interest	*	Transaction fees	*
Use Internet a lot	5%	Seems to be the way of the future	*	Need more info	*
No postage required/less expensive	5%	A new thing worth checking out	*	Habit	*
More comfortable as is	4%	Savings	*	If it is easy	*
Not convenient/slow	3%	Don't like using it	*	Trying to use internet more	*
Have automatic withdrawal from bank account	2%	Too old	*	Saves paper	*
Don't trust it	1%	No need	*	Fear lack of accuracy	*
Would like to see system first	1%	Don't have credit cards	*	If it is free	*
Like to write my own checks	1%	Don't want to pay with credit card	*	Don't want government in my accounts	*
Don't have a computer	1%	Like to pay city bills	*	Don't know/won't say	6%

* Less than 1% reported.

Note: The sum of the percentages exceeds 100% due to multiple responses.

Thirty-six percent of residents who have access to the Internet say they would use the Internet to pay city bills because it would be fast/convenient, while 7% say it would be safe/secure, 5% say they use the Internet a lot and 5% mention the lack of postage. Conversely, 31% would not use the Internet to pay bills because they feel it would not be secure/unsafe and 7% say they don't use the Internet much.

Ease in Finding Information on City Web Page

AMONG THOSE WHO HAVE INTERNET ACCESS

Question 79: Have you accessed the City's web page on the Internet? (IF YES) Please rate how easy it was to find the information you needed on the city's website anywhere between 5 and 1, where 5 means very easy and 1 means very difficult.

	JULY 2001 R ESPONSES (N = 770)	GENDER		AGE				ETHNICITY		ANNUAL HOUSEHOLD INCOME					LENGTH OF ABQ. RESIDENCY			
		MALE	FEMALE	18 TO 34 YEARS	35 TO 49 YEARS	50 TO 64 YEARS	65 YEARS AND OVER	HISPANIC	ANGLO	LESS THAN \$20,000	\$20,000 TO \$35,000	\$35,000 TO \$50,000	\$50,000 TO \$75,000	\$75,000 OR MORE	5 YEARS OR LESS	6 TO 9 YEARS	10 TO 19 YEARS	20 YEARS OR MORE
5 - Very easy	10%	12%	9%	7%	14%	8%	5%	11%	9%	6%	11%	10%	16%	11%	13%	6%	10%	10%
4	10%	12%	9%	9%	11%	12%	9%	9%	10%	7%	13%	11%	12%	14%	10%	4%	13%	11%
3	8%	9%	6%	8%	8%	7%	5%	7%	8%	4%	12%	7%	5%	7%	8%	10%	9%	7%
2	2%	3%	2%	4%	2%	1%	-	2%	2%	3%	1%	5%	1%	1%	6%	2%	*	2%
1 - Very difficult	1%	1%	2%	2%	1%	1%	2%	2%	1%	1%	2%	1%	*	2%	1%	1%	2%	1%
Haven't accessed/don't know/won't say	68%	63%	73%	70%	64%	70%	79%	69%	70%	80%	61%	67%	66%	65%	63%	78%	66%	70%
MEAN †	3.8	3.8	3.8	3.5	4.0	3.8	3.8	3.8	3.8	3.6	3.8	3.7	4.2	3.8	3.8	3.6	3.8	3.9

	JULY 2001 R ESPONSES (N = 770)	EDUCATION					COMMUNITY PLANNING AREA										SW MESA/ SOUTH VALLEY
		SOME	H.S.	SOME	COLL.	GRAD.	CENTRAL	WEST- SIDE	FOOT- HILLS	MID- HEIGHTS	EAST GATEWAY	NEAR HEIGHTS	NORTH ABQ	NORTH VALLEY			
		H.S.		GRAD.		WORK OR											
		OR LESS		GRAD.		DEGREE											
5 - Very easy	10%	7%	7%	7%	16%	12%	10%	14%	12%	8%	6%	14%	7%	2%	9%		
4	10%	4%	9%	9%	12%	14%	14%	5%	9%	12%	11%	10%	10%	9%	19%		
3	8%	6%	4%	7%	9%	9%	10%	8%	7%	6%	10%	7%	6%	18%	3%		
2	2%	-	1%	3%	2%	3%	-	4%	1%	3%	-	2%	2%	1%	2%		
1 - Very difficult	1%	-	1%	2%	-	3%	-	1%	1%	1%	1%	2%	2%	3%	1%		
Haven't accessed/don't know/won't say	68%	83%	78%	72%	61%	60%	65%	68%	69%	69%	71%	65%	73%	67%	64%		
MEAN †	3.8	4.1	3.9	3.5	4.1	3.8	4.0	3.8	4.0	3.7	3.7	3.9	3.7	3.2	3.9		

* Less than 1% reported.

† The mean score is derived by taking the average score based on the 5-point scale. The very easy response is assigned a value of 5, the very difficult response is assigned a value of 1, etc. The "don't know/won't say" responses are excluded from the calculation of the mean.

One-in-five residents who have Internet access say they have accessed the city's web page and found it easy to find the information they needed. The large majority (68%) have not accessed the city's website.

Number of Times Ordered Products/Services Via the Internet in the Past Year
AMONG THOSE WHO HAVE INTERNET ACCESS

Question 80: In the past year, have you ordered products or services over the Internet? (IF YES) In the past year, how many times have you ordered products or services through the Internet?

	<i>JULY 2001 R ESPONSES (N = 770)</i>	<u>GENDER</u>		<u>AGE</u>				<u>ETHNICITY</u>		<u>ANNUAL HOUSEHOLD INCOME</u>					<u>LENGTH OF ABQ. RESIDENCY</u>			
		<u>MALE</u>	<u>FEMALE</u>	<u>18 TO 34 YEARS</u>	<u>35 TO 49 YEARS</u>	<u>50 TO 64 YEARS</u>	<u>65 YEARS AND OVER</u>	<u>HISPANIC</u>	<u>ANGLO</u>	<u>LESS</u>	<u>\$20,000</u>	<u>\$35,000</u>	<u>\$50,000</u>	<u>\$75,000</u>	<u>5 YEARS OR LESS</u>	<u>6 TO 9 YEARS</u>	<u>10 TO 19 YEARS</u>	<u>20 YEARS OR MORE</u>
										<u>THAN \$20,000</u>	<u>TO \$35,000</u>	<u>TO \$50,000</u>	<u>TO \$75,000</u>	<u>OR MORE</u>				
Did not order products/services through the Internet	41%	40%	42%	37%	39%	44%	56%	54%	35%	48%	56%	44%	35%	26%	32%	55%	40%	44%
1 to 2 times	14%	13%	15%	15%	13%	13%	12%	13%	14%	21%	15%	11%	14%	16%	11%	8%	18%	14%
3 to 5 times	16%	15%	17%	19%	15%	13%	16%	13%	17%	16%	14%	24%	14%	17%	20%	9%	15%	16%
6 to 10 times	11%	12%	9%	11%	11%	11%	5%	6%	13%	9%	5%	7%	11%	19%	15%	8%	10%	10%
11 times or more	14%	17%	12%	14%	17%	13%	8%	11%	17%	2%	7%	11%	25%	20%	16%	18%	12%	14%
Don't know/won't say	4%	3%	5%	4%	3%	6%	2%	4%	4%	4%	3%	3%	2%	3%	6%	2%	5%	3%

	JULY 2001 R ESPONSES (N = 770)	EDUCATION					COMMUNITY PLANNING AREA									
		SOME		SOME		GRAD.									SW MESA/ SOUTH	
		H.S.	H.S.	COLL./	COLL.	WORK OR	CENTRAL	WEST-	FOOT-	MID-	EAST	NEAR	NORTH	NORTH		
		OR LESS	GRAD.	ASSOC.	GRAD.	DEGREE	ABQ	SIDE	HILLS	HEIGHTS	GATEWAY	HEIGHTS	ABQ	VALLEY	VALLEY	
Did not order products/services through the Internet	41%	52%	56%	43%	39%	27%	39%	43%	26%	42%	47%	42%	40%	51%	47%	
1 to 2 times	14%	28%	13%	12%	12%	15%	12%	7%	17%	15%	20%	15%	11%	11%	12%	
3 to 5 times	16%	10%	12%	20%	16%	14%	23%	19%	18%	17%	12%	12%	22%	10%	10%	
6 to 10 times	11%	5%	3%	8%	15%	18%	8%	11%	13%	12%	6%	16%	7%	8%	7%	
11 times or more	14%	5%	8%	14%	15%	20%	8%	20%	23%	12%	9%	10%	16%	10%	11%	
Don't know/won't say	4%	-	8%	3%	3%	5%	9%	1%	3%	2%	6%	4%	3%	9%	12%	

The majority (55%) of residents who have Internet access say they have ordered products or services over the Internet in the past year. One-quarter (25%) have made six or more orders in the past year while 30% have done so five times or less.

Estimated Amount Spent for Products/Services Ordered Via the Internet in the Past Year

Question 81: Please estimate the total dollars you spent over the past year for products and services you ordered over the Internet.

	JULY 2001 SAMPLE (N = 1352)	GENDER		AGE				ETHNICITY		ANNUAL HOUSEHOLD INCOME					LENGTH OF ABQ. RESIDENCY			
		MALE	FEMALE	18 TO 34	35 TO 49	50 TO 64	65 YEARS	HISPANIC	ANGLO	LESS	\$20,000	\$35,000	\$50,000	\$75,000	5 YEARS	6 TO 9	10 TO 19	20 YEARS
				YEARS	YEARS	YEARS	AND OVER			THAN	TO	TO	TO					
\$100 or less	6%	6%	6%	10%	7%	5%	2%	5%	7%	5%	8%	7%	9%	8%	10%	5%	8%	4%
\$101 to \$250	6%	6%	5%	9%	6%	4%	2%	3%	8%	4%	5%	8%	7%	11%	9%	5%	7%	5%
\$251 to \$500	6%	7%	5%	11%	6%	5%	2%	3%	9%	1%	5%	10%	11%	11%	9%	7%	6%	5%
\$501 to \$1,500	2%	1%	2%	1%	2%	1%	2%	*	2%	1%	1%	2%	2%	2%	1%	1%	1%	2%
\$1,501 or more	9%	11%	7%	9%	12%	9%	2%	5%	11%	2%	2%	6%	19%	28%	11%	9%	11%	7%
Don't know/won't say	5%	5%	6%	2%	8%	6%	2%	3%	7%	1%	4%	3%	3%	8%	6%	3%	6%	5%
Have not ordered anything	24%	24%	23%	25%	27%	24%	15%	23%	23%	13%	31%	29%	27%	23%	22%	36%	26%	22%
Do not have access to Internet	43%	40%	46%	32%	33%	45%	74%	58%	33%	72%	44%	34%	23%	10%	32%	35%	34%	50%

		EDUCATION					COMMUNITY PLANNING AREA										
	JULY 2001 SAMPLE (N = 1352)	SOME H.S. OR LESS	H.S. GRAD.	SOME COLL/ ASSOC.	COLL GRAD.	GRAD. WORK OR DEGREE	CENTRAL ABQ	WEST- SIDE	FOOT- HILLS	MID- HEIGHTS	EAST GATEWAY	NEAR HEIGHTS	NORTH ABQ	NORTH VALLEY	SW MESA/ SOUTH VALLEY		
\$100 or less	6%	2%	4%	8%	8%	8%	5%	5%	8%	7%	7%	7%	9%	4%	2%		
\$101 to \$250	6%	3%	2%	7%	7%	9%	2%	5%	9%	3%	8%	9%	6%	2%	4%		
\$251 to \$500	6%	3%	2%	9%	9%	7%	2%	9%	8%	7%	3%	5%	11%	3%	3%		
\$501 to \$1,500	2%	1%	*	2%	1%	4%	1%	-	3%	3%	0%	1%	2%	2%	1%		
\$1,501 or more	9%	1%	3%	7%	18%	22%	5%	12%	17%	10%	7%	6%	10%	4%	4%		
Don't know/won't say	5%	1%	5%	5%	5%	11%	4%	6%	7%	4%	5%	3%	5%	5%	9%		
Have not ordered anything	24%	12%	20%	28%	32%	22%	12%	28%	19%	25%	26%	23%	29%	20%	21%		
Do not have access to Internet	43%	76%	65%	34%	19%	17%	69%	35%	28%	40%	45%	45%	28%	61%	56%		

* Less than 1% reported.

In total, 9% of city residents spent more than \$1,500 over the past year on goods and services purchased over the Internet while 8% spent between \$251 and \$1,500 and 12% spent \$250 or less.